TONGA NATIONAL QUALIFICATIONS AND ACCREDITATION BOARD

Job Title: Principal Qualification Officer - QF	**Salary Band:** H
Reporting to: CEO / Deputy CEO	**Division:** Qualification Framework
Hours of work: 40 hours/week	**Date of appointment:**
Reviewed: July 2020	**Version:** 2

Special Conditions:
On occasions, there will be a requirement to work outside normal hours to complete urgent tasks.

Job Purpose

The purpose of this position is to provide effective annual management plan to the division and monitoring. It will also ensure effective implementation of degree programme approval, qualification registration and review and capacity building activities of the division.

The Principal Qualifications Officer (PQO) for Qualification Framework (QF) Division is one of four PQOs reporting directly to the Chief Executive Officer and the Deputy CEO and is a member of the Senior Management Team (SMT). SMT is charged with maintaining the strategic direction of TNQAB and delivering on the Corporate Plan and Annual Management Plan that meet the requirements of the Board. The role has, in conjunction with the CEO, responsibility for maintaining excellent stakeholder relationships and provides advice on Tonga's quality assurance in post-compulsory education and training (PCET) to the TNQAB Board and Minister(s). TNQAB has a particular focus on client responsiveness and this is a cornerstone expectation of the SMT.

The Principal Qualifications Officer (QualificationDivision) (PQO-QF) has the primary responsibility for leading, providing strategic direction, and managing the Division, whilst ensuring that the work of the Division supports the delivery of TNQAB's corporate plan and outcomes. The PQO-QF is responsible for ensuring that high-quality service is provided relating to the development and registration of qualifications and maintenance of Tonga Qualifications Framework (TQF), processes and associated activities relevant to Tonga's post-compulsory education and training sector.

The PQO-QF has also the primary responsibility for quality assuring all programmes of studies in the PCET system and ensuring robust assessment practice to maintain the integrity of the qualification.

The position will work closely with the CEO and Deputy CEO to enhance the reputation of TNQAB with key stakeholders. Positions in the TNQAB change over time as the organisation develops. We are therefore committed to maintaining a flexible organisational structure that best enables us to meet changing economy and customer needs.

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Working Relationships

Responsible to: Chief Executive Officer/Deputy CEO

Responsible for: Qualification Framework Division

Functional relationships:

Internal:

- TNQAB Board
- TNQAB Audit and Compliance Committee (ACC) and associated committee
- Senior Management Team colleagues
- TNQAB Divisions, committees, PQOs and staff

External:

- Minister of Education
- Ministry of Education
- Ministry of Foreign Affairs and Trade
- Public Service Commission
- Government Ministries and Departments
- Other relevant Government Agencies/Boards
- Post-compulsory education and training providers
- Other key stakeholders including employers

Job Specification

  i.   Professional Attributes

- Excellent nature in working as a team– Team work
- Excellent Planning Skills – Planning
- Flexible and Approachable - Relationship
- Fluent in both oral and in writing, both Tongan and English - Communication
- High standard of skills in servicing client – Client Focus
- High analytical skills (ability to think analytically) – Work Ethics
- High problem solving knowledge and skills – Problem Solving
- Sound planning and delivery capability developed in areas where timeliness and quality are paramount and workload is high
- Experience in working at the level of an Executive Management Team

- Well developed people relationship and communication skills encompassing influence and persuasion, negotiation and presentation. The ability to interact / work with people from a wide range of backgrounds and cultural diversity
- Demonstrated commitment to supporting equitable outcomes for every learners
- Proven capability in recognising and addressing the needs and interests of people from a wide range of backgrounds
- A demonstrated ability to lead and apply innovative means of leading complex processes while displaying an adaptive and responsive approach to changing needs
- Integrity, and a track record of treating people fairly and with dignity
- Understanding of the ethical principles to avoid conflicts of interest and to maintain political and interpersonal neutrality
- Demonstrated ability to handle ambiguity
- Demonstrated energy and enthusiasm for the work, acting as a positive role model for employees and colleagues

ii.   Technical Competencies
- Proficiency in evaluation and analysis of accreditation applications
- Sound knowledge of quality assurance processes
- Demonstrated advanced relevant computing skills in Microsoft Office applications;
- Is analytical, proactive, innovative and able to conceptualize strategic issues faced by the Authority and apply appropriate and cost-effective solutions; and
- Demonstrated sound knowledge in quality assurance processes and Quality Management Systems development.

iii.   Required Qualification and Experiences (minimum)
- A Master's Degree from a recognized Tertiary Institution, with at least 3 year working experiences in a quality assurance agency or Bachelor degree from a recognized Tertiary Institution with 7 years in education.

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Key Accountabilities

Divisional Performance

Jobholder is Accountable For	Success Criteria
• Developing and implementing strategies for qualification registrations that are aligned with and support Corporate Plan outcomes/AMP and initiatives within TNQAB • Contributing to TNQAB's Corporate Plan (CP) and Annual Management Plan (AMP) and implementing the QFDivision Plans • Developing and negotiating an AMP and budget for the Division • Delivering key functions and outputs of the Division and ensuring the future objectives identified in the AMP are met • Ensuring information provided to clients is accurate and timely • Monitoring, evaluating and reviewing systems to provide effective and efficient services • Divisional initiatives designed to support TVET and HE educational achievement with a particular focus on achieving equitable outcomes	• Strategies are properly aligned and outcomes delivered in accordance with TNQAB's CP/AMP and the needs of registered providers • Future demands on the Division are anticipated and addressed within the plan and budgets • Clients are confident in Divisional performance • Division AMP performance targets are met or exceeded • Budgets are managed within approved allocations while demonstrating value for money at all times • Services to internal and external clients meet the agreed performance standards in particular published timelines for processing applications are met • Clients experience seamless efficient services focused on needs

Leadership

Jobholder is Accountable For	Success Criteria
• Representing TNQAB into the wider sector that is a recipient of TNQAB's services for which the PQO-QF is responsible • Promoting a forward-looking vision across the QF Division and TNQAB and identifying innovative methods to support ongoing development and capability to deliver • Supporting a culture that fosters and develops effective working relationships and high individual performance, contributing to 'one-TNQAB'	• The sector is confident in the PQO-QF's leadership and integrity • Evidence points to a cohesive organisation and sector that develops and implements high quality assurance systems that support outcome achievement • Evidence points to a competent, motivated and professional workforce, performing effectively and efficiently • TNQAB goals/outcomes, and as a result government goals, are achieved

• Leading and motivating QF staff to achieve TNQAB goals/outcomes • Monitoring and managing the performance and workloads of QF staff members • Developing and applying strategies that lift TNQAB's performance in being effective for all learners • Building, enhancing and maintaining external relationships with key stakeholders and clients	• TNQAB personnel policies are observed and HR processes implemented on time to standard • Evidence points to positive and effective performance for internal and external stakeholders to the Division • Evidence points to positive and effective working relationships being maintained between the Division and its key stakeholders and qualification developers

Senior Management Team Member

- Contributing to TNQAB's Corporate Plan (CP) and Annual Management Plan (AMP) and implementing the QFDivision Plans
- Developing and negotiating an AMP and budget for the Division

Jobholder is Accountable For	Success Criteria
• Carrying out delegated responsibilities from the CEO)/Deputy CEO and deputising for the CEO/Deputy CEO in their absence along with other PQOs • Contributing to the development of the TNQAB's strategic direction as a member of the SMT including developing and implementing a culture of service and client responsiveness • Proactively initiating and supporting strategies for implementation for learners/key partners • Providing input and advice to the CEO/deputy CEO and SMT on policy and procedure proposals • Communicating and supporting SMT decisions and information to staff • Supporting and contributing to the joint roles of the SMT and its members	• Delegated responsibilities are carried out efficiently and effectively • Evidence points to effective contributions to a range of SMT activities on a consistent basis • Input and advice is timely, soundly based and practical • Evidence points to well informed Division staff supportive of TNQAB strategic direction • Evidence points to positive and effective working relationships being maintained with SMT members and joint accountability for the whole of TNQAB

Divisional Finances

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Jobholder is Accountable For	Success Criteria
• Developing the QF Division's annual budget • Monitoring and reporting against the agreed Division budget • Managing and optimising the use of allocated financial resources	• The use of financial resources is optimised for TNQAB as a whole and for the QF Division specifically • Divisional activities are delivered in a cost effective manner, which represents value for money • Divisional spending does not exceed divisional budget allocation

People Capability and Capacity

Jobholder is Accountable For	Success Criteria
• Assist in recruiting and retaining of a skilled workforce • Propose QF Division training initiatives to build QF staff's capacity and capability to meet the delivery of its corporate plan, annual management plan objectives and required outcomes • Monitoring individual performance development plans and workplans for all QF staff • Leads induction and oversees ongoing training of staff entering the QF team • Facilitate and monitor the appointment, training and management of contracted assessment personnel to required positions, such as assessors and panel members. • Ensure the selection, appointment and training processes produce quality contractors by following TNQAB policy. • Facilitate and manage the review of the national qualifications framework policies and processes with contracted personnel. • Manage Contractors effectively to ensure their contracted responsibilities are completed to the standard required within agreed timelines. • Implement succession planning to broaden	• Employment within the Division is regarded as career enhancing by current and prospective staff • Staff can engage effectively with TVET/HE settings • Staff are appropriately skilled and expected outcomes achieved • PQO-QF has properly targeted development plans aligned to organization's plan to achieve goals and objectives • Reports submitted in a timely manner as scheduled

and maintain pools of potential candidates to higher positions in QF division • Ensure quality assessment plans and all requested reports are produced within agreed timelines. • Provides oversight of peer review processes in QF division including registration of qualifications and programme approval. • Work collaboratively with the CEO, Deputy CEO and PQOs to identify areas for collective professional development to inform periodic and ad hoc training workshops.	

Key responsibilities:

Key Results Areas	Responsibilities	Tasks
1. Support provided to the development of degree programme	1.1 Coordinate the proposal of national qualifications1.1 Coordinate the proposal of national qualifications	• Evaluate developer's initial thoughts on the characteristics of the proposed degree programme for purpose, title, rationale, outcome statement, level, credit, components and entry requirement • Evaluate the proposed importance of the proposed degree programme to the national priorities and development in Tonga • Evaluate relevance and appropriateness of stakeholders consulted and sector wide support for the development of the qualification • Verify there are no existing qualifications in the same sector or learning field at the same level, and that there are no plans by others to develop a similar qualification; • Evaluate the potential pathways into and out of the proposed qualification • Provide advice on the likelihood that education and training providers will want to offer the qualification, if it is not developed by an institution. • Advice CEO of the qualification proposals

2. Approval of degree programmes	2.1 Confirms that the degree programme meets definition published in the TQF policies of the applicable qualification type listed in the TQF policies	• Evaluates how the degree programme of study leading to a qualification meets the definition of the qualification type to which it leads, as outlined in the Tonga Qualifications Framework Policies 2018. • Analyse the graduate profile of the qualification
	2.2. Confirms the adequacy and appropriateness of the title, aims/purpose, stated learning outcomes (education and employment pathways) and coherence of the whole programme which clearly meet the graduate profile and specification for the qualification as listed on the TQF.	**Coherence** • Evaluates how the degree programme structure integrate the purpose/aims and learning outcomes in order to form a coherent programme, and demonstrate that: - the components of the degree programme are appropriate for the level, type and credit value of the qualification -the degree programme length and components are clearly defined and appropriate for the level of learning and the qualification outcomes -the progression and integration of learning through the degree programme meets the purpose statement, graduate profile, level and credit value of the qualification -the combination of components is consistent with and supports the aims and learning outcomes of the degree programme -there is clear evidence of the manner in which majors are connected to each other if relevant and/or to the overall degree programme.
	2.3. Confirms the adequacy and appropriateness of delivery and learning methods, for all modes of delivery, given the stated learning outcomes.	**Practical or work-based components** • Evaluates the institution's practical, field-based or work-based components of the degree programme, including research and supervision of research, that are based away from the stated delivery site. **Research components** • Evaluate the institution's systems and facilities appropriate to the level and scale of

		the degree programme to enable learner's to undertake research .
	2.4. Confirms the effectiveness of the system for moderation of assessment materials and decisions.	**Assessment standards and methodology** • Evaluates details of the assessment standards, methodology or methodologies for each course within the programme: **Appropriate system for moderation of assessment to ensure it is fair, valid and consistent** • Evaluates the Institution's pre-assessment moderation of summative assessment tasks ensure that they are fair, valid and consistent • Evaluates the external post-assessment moderation of examples of learner work and marking/grading ensure that assessment outcomes are fair, consistent and appropriate. • Confirms that the assessment is balanced across the degree programme both in terms of quantity and timing of assessment. • Evaluates details of the system for internal and external moderation of degree programme assessment materials and decisions **Assessment of research** • Confirms that all research components exceeding 60 credits were assessed by at least one external assessor, suitably qualified and appropriate to the research discipline. • Confirms that the assessment of the research components is paired with an effective moderation system that examines assessment materials, process and decisions for fairness, equity, validity and consistency.
	2.5. Confirms that the adequacy of the consultation undertaken and acceptability of the	• Assess acceptability of the degree programme by partnership with other institutions that would provide an academic pathway for graduates of the

	programme.	degree programme, where this is appropriate. • Evaluates how the degree programme address the wider needs of stakeholders and practices in terms of the extent and method(s) of consultation at various stages of development, the range of stakeholders consulted, feedback and consideration of key findings, including a demonstrated need for the degree programme expressed by key stakeholders. • Evaluates the supporting documents from stakeholders for sufficiency and adequacy • Evaluates the composition of advisory group for degree programmes within a specified subject area and how it contributed to the development of the degree programme.
	2.6. Ensure that the institution has clear, relevant, and appropriate regulations that specify requirements for admission, credit recognitions and transfer, recognition of prior learning, programme length and structure, integration of practical and work-based components, assessment procedures, including authenticity of student work and normal progression within the programme	**Recognition of Prior Learning (RPL) and credit recognition and transfer (CRT)** • Evaluates the institution's provisions and procedures for the awarding of recognition of prior learning, cross-credit or credit transfer to the degree programme for which approval is being sought. • Evaluates how credit recognition and any recognition of prior learning are undertaken in such a way to ensure the degree programme still meets the legislative requirements. **Degree programme length and structure** • Evaluates the minimum and maximum periods for completion of the degree programme for both full time and part-time learners must be clearly stated. • Evaluates the Degree programme length and structure, including any pre- and co-requisites, mandatory and optional/elective components and exit points • Evaluates the Integration of practical and work-based components relevance to the

		degree programme **Assessment procedures** • Evaluates how appropriate the assessments are to the level of degree programme and the range of assessment types that will be utilized; • Confirms the authenticity of learner's work including how individuals are assessed in group work
	2.7. Assess provider's Self-Assessment and Programme Review	• Evaluates procedures used to ensure that the degree programme remains relevant and accurate and continues to deliver quality outcomes to learners and stakeholders. • Evaluates the institution's processes for the ongoing review of the degree programme, • Evaluates the institution's monitoring and evaluation processes to ensure that the degree programme approval requirements continue to be met, and that changes and updates to approved degree programmes are managed consistently with external requirements, including registration bodies' requirements
	2.8. Analysis of provider's quality of research and facilities	**Staff research** • Evaluates research of degree teaching staff members conducted within their area of expertise which advances knowledge and understanding, and/or supports the continued development of the degree programme and its delivery Evaluates how teaching staff research links with the degree programme and its delivery. **Quality of research** • Evaluates the research culture of the institutions, how research outputs of staff are monitored for quantity and quality **Research facilities** • Evaluate how the organisational systems and facilities provide appropriate support to staff involved in research, including access to an appropriate ethics committee.

		• Evaluates how courses are managed consistently with external requirements.
3. Qualification Review conducted within timeframe	3.1. Effectiveness of review conducted to confirm provider's resources and ability to continue offering the approved programme	• Assess any recent changes in management and key staff members that affect the program • Evaluate enrolment, completion and pass rate of the course • Identify any changes to the content of the approved course of study • Confirm Qualification Registration Details • Evaluate feedback from stakeholders on relevance and appropriateness of qualification • Evaluate feedback from employers who employ graduates from the qualification • Assess adequacy and currency of resources for the course • Confirm budget allocation for resources and professional development
4. Degree Panel	4.1 Organize panel documents and logistics	• Liaise with degree programme approval panel members to confirm meeting dates • Print and organize panel documents • Coordinate arrangement for panel transportation, accommodation and meals where necessary • Compile panel's initial evaluation for panel meeting • Develop agenda for panel meeting • Meet with panel members to discuss the initial evaluation of the application • Discuss and confirm issues with the application • Assign criteria for panel to prepare report on • Prepare draft questions for panel site visits

5. Site visits	5.1 Effective implementation of site visits	• Liaise with QA officer, provider and panel members to confirm site visit date • Liaise with QA officer for details of site visit • Conduct interview sessions with relevant personnel at site visit • Review documents and provide feedback to panel members
6. Reporting and peer reviewing	6.1. Ensure reports aligned with criteria	• Prepare Qualification Registration Report • Compile degree programme approval • Complete self-review and submit for peer review by check that comments and analysis are aligned with the requirement of the criteria • Address comments from reviewer where necessary • Discuss with author of report any issues to address • Check Files and confirm evidences and other support documents are in place • Check grammar, format and edit for final draft • Submit for final checking
7. Maintenance of the TQF	7.1. Maintain a current programme register that lists programmes, courses and qualifications currently offered by PCET providers in Tonga	• Double check the list of approved qualification and their codings for registration • Double checks the status of registered qualification • Ensure security and control of data • Back up of Qualification data
8. Training and Support	8.1. Ensure adequate training and support is provided to providers and staff	• Identify areas for training from internal and external evidence • Plan annual training programme for providers • Conduct in-house training/ coaching and mentoring of staff • Support visits and consultations to clarify qualifications relate issues • Conduct Induction of new staff in the division

9. Planning, Performance Management and Monitoring	9.1. Effective Planning, and monitoring of performance	• Develop annual plan for division aligned to corporate outcomes • Consult with team on key outputs and activities • Submit for assessment and approval • Implement Activities as scheduled • Prepare individual plan at beginning of appraisal • Discuss with supervisor and confirm objectives • Conduct appraisal of team members • Complete appraisal forms for mid and end of year review • Follow-up progress of workplan as schedule • Develop action plan to monitor progress of individual projects that are late • Report on achievements within timeframe to DCEO and CEO
10. Other tasks required by the CEO from time	10.1. Assist in any other tasks assigned by the CEO from time to time	• Attend all staff meetings • Attend committee meetings • Assist in evaluation of non-degree programmes • Attend to any urgent tasks approved by the CEO

Declaration:

I hereby acknowledge that I have received and understand my duties and responsibilities.

Name of Employee: .... Signature: ....

Date:...........................

Chief Executive Officer: .... Signature: ....

Date: ....